

# Unified IT Management Accelerates Processes



**Location:** Osnabrück, Germany

**Industry:** Trading

**Website:** [www.wm.de](http://www.wm.de)

## Solutions:

- Ivanti® Service Manager
- Ivanti® Endpoint Manager
- Ivanti® Environment Manager
- Ivanti® User Workspace Manager

## Advantages:

- Remote OS and software distribution reduce the time needed from days to hours
- Bandwidth control ensures performance of business-critical data traffic
- Employees can select the suitable time for updates
- Automatic suppression of processes on active key applications
- Faster deployment of replacement devices
- Comprehensive overall solution facilitates consolidation
- High transparency significantly reduces the number of inquiries made by users

With their two sales brands, WM Fahrzeugteile and TROST Fahrzeugteile, WM SE is a leading provider of vehicle parts and accessories, tools, workshop equipment, and workshop concepts throughout Europe. The group of companies collectively generated revenues of 1.5 billion EUR in 2016, keeps more than 250,000 cataloged items at 250 locations in seven countries, and looks back on more than 100 years of experience and passion around motor vehicles.

## Efficient Management Across Many Locations

The numerous physical locations of WM and TROST represented a challenge for client management. Therefore, all of the related processes were meant to be transferred to a unified, advanced solution to save time and money. It soon became clear that the comprehensive management solution from Ivanti should be implemented.

The WM SE Group determined a consolidated IT solution from a single partner would deliver cost savings and quality improvements, following its merger with the TROST group of companies. Given the numerous advantages, its goal of consolidation, and the attractive Ivanti licensing model, WM had deployed a growing number of Ivanti solutions in various areas. Endpoint Manager with Desktop, Patch, and Mobile Device Management was followed by Service Manager, including Asset Management; and User Workspace Manager with Environment Manager. To achieve additional synergies, migration of Endpoint Security Management, as well as Application Control, based on detailed admin and user rights, is currently under way.

“We had already carried out some market research in the client management area before our merger with TROST, but at that time, we did not see any specific need,” remembers Jakob Daines, IT Manager at WM SE. “We came into contact with Ivanti solutions, at that time still under the brand name LANDESK, and they managed to convince us based on the new requirements. The main reasons were their attractive licensing model and the large number of current features.”

### Major Advantages Due to Licensing Based on Users

A key point for the decision in favor of Ivanti was its licensing model which is based on users rather than devices. After all, not all of the employees are using PCs or notebooks, e.g. in the warehouse. On the other hand, sales representatives have a notebook and a smartphone in addition to their stationary office PC. Thanks to the Ivanti licensing model, WM can currently employ 3,500 user licenses for approximately 4,600 devices.

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**— Jakob Daines**  
IT Manager at WM SE

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Roll-out of the new, consolidated client management system started in 2017, already under the new brand name Ivanti. A team of four took care of preparing and implementing the solution. At the same time, the IT experts of WM received product training from Ivanti, as well as technical support from the IT-Systemhaus invent AG, located in Bielefeld, Germany. “This enabled us to roll out the new client management system in just a few weeks and to implement OS provisioning on our own,” Daines says. “Due to the unified user interface, all of the other tasks, like the deployment of applications and patches, quickly followed suit.”

### Process Time Savings from Days to Hours

Previously, each device had to be shipped to the WM headquarters in Osnabrück for imaging. With the new system from Ivanti, this is no longer necessary, since the OS images, including software products, can now be installed remotely in a fully automated process. To this end, each branch office will first be equipped with a central file server hosting the corresponding files. Then, the IT department in Osnabrück will start distributing images and software packages to the clients via the management console. In addition, image updates can now be performed much more efficiently. The new image will be installed on the device, and the previously installed applications will be deployed again.

“While the process previously took four to six business days, it can now be completed within only a few hours”, explains Daines. “At the same time, we can conserve WAN bandwidth, since the actual software distribution from server to client is performed within the branch office. This means that only configurations and additional settings need to be transferred through remote maintenance. Ivanti also offers guaranteed bandwidth control, so that critical business data will be transferred in a failsafe and performant manner even during provisioning. We also benefit from more flexibility, because if a software package isn’t available in a branch office, it can be deployed quickly from Osnabrück.”

### Convenient Features for Updating

Another big advantage of the Ivanti solution is the fact that device updates are performed at a time when they won’t disturb or annoy the user. Users receive a message telling them that a new software version is available. They can then decide whether they want to install it right away, or at a later point in time. Furthermore, the process will only be carried out when the device is currently located in the corresponding branch office, thus ensuring high performance. If certain applications, like PowerPoint or performance-critical applications, are running at that point, all messages, patches, software distributions, or restarts will be suppressed automatically. The IT department specifies the applications for which this will be the case.

“Employees are now able to use a new device with their personal settings significantly faster,” Daines says. “For example, if a notebook isn’t working properly, we will quickly transfer the existing user profiles, settings, and programs to the replacement device. At times, this even works between different device types like PCs, notebooks, and smartphones, as well as between different operating systems, for example with respect to usage rights. This supports the flexibility of the employees and reduces downtime.”

### Both Users and IT Departments Benefit

WM SE already benefits from the many advantages, not just in client management but also in service and asset management. “While we previously had to create and update interfaces for two separately used systems, both are now working within the same unified solution,” Daines says. “The old ticket system was only capable of handling incident management. We have now added comprehensive change and problem management, including service requests and catalogs.”

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“Thanks to Ivanti solutions, we have already achieved more than we planned—and looking ahead, should entail many more benefits,” Daines sums up. “At the same time, the solutions are easy to install and manage. For example, we were able to adapt Service Management ourselves with some help from Ivanti. This means that IT know-how will stay inside the company, and we are able to fulfill our users’ wishes promptly. The solutions combined in one unified total system by Ivanti—it couldn’t be any better!”

**Note:** *A customer’s results are specific to its total environment/experience, of which Ivanti is a part. Individual results may vary based on each customer’s unique environment.*

#### Learn More

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